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May 26, 2021

Mr. Louis DeJoy
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, S.W., Room 10300
Washington, D.C. 20260-1000

Dear Mr. DeJoy:

I write to express my concern and alarm about the persistent mail delays experienced by my constituents throughout the Baltimore District. As such, I am requesting a meeting between senior United States Postal Service (USPS) leadership, the Greater Baltimore Postal Customer Council and myself to better understand the nature and causes of the current, untenable situation.

Please know, I am incredibly grateful for the dedicated work of USPS employees, who provide an essential service enshrined in the U.S. Constitution and are working under extremely challenging circumstances exacerbated by the ongoing COVID-19 pandemic. However, these service disruptions over the last 15 months – well before the pandemic – are causing my constituents financial hardship. Throughout my time in Congress, I have never received complaints of this magnitude or severity. I have heard from constituents who have gone weeks without receiving mail – including paychecks and, even worse, life-saving prescriptions. Many have been charged late fees when their bill payments aren't received on time, damaging credit scores. Small businesses are unable to fill orders. These issues have been covered extensively by local TV and print media.

I have been trying to no avail to get straight answers from our local USPS leadership. On February 4, 2021, the Maryland Congressional delegation wrote to the Baltimore District Manager and asked when he expected to “restore regular service standards for new mail and to be current on the backlog” of mail. On March 10, USPS responded that the “current backlog is projected to be resolved by next week, and regular service standards for new mail should be restored at that time.”¹ Now, more than two months later, I continue to receive hundreds of complaints each week, many of which warrant casework inquiries as outlined below:

March 30th, 2021, to April 9th, 2021: My office opened 96 new casework inquiries with nearly half of those pertaining to the Dundalk Post Offices. Totaling to 291 active inquiries.

April 12th, 2021, to April 30th, 2021: My office opened 128 new casework inquiries with nearly half of those pertaining to the Dundalk and Essex Post Offices. Totaling to 387 active inquiries.

May 3rd, 2021, to May 14th, 2021: My office opened 104 new casework inquiries with over half of those pertaining to the Dundalk and Essex Post Offices. Totaling to 414 active inquiries.

¹ Letter from James K. Cari, Government Relations Representative to Rep. C.A. Dutch Ruppersberger, March 10, 2021

As you can see, despite the assurances I have received from USPS at every level, Maryland residents continue to report mail delivery issues at an overwhelming rate. The issue is exhausting valuable taxpayer resources.

In addition, based on the reports my staff and I have received from postal employees, I am extremely concerned that the operational changes pursued under the “Delivering for America” plan are aggravating severe staffing shortages. We are hearing that essential positions within local post offices are being abolished and/or reverted without local input, resulting in under-staffing and the chronic use of overtime for career USPS employees – to the point that managers are on the cusp of breaking labor laws. Due to their concerning nature and conflicting information coming from USPS, I have written to the USPS Office of the Inspector General to review these reports. In the meantime, I respectfully request responses to the following questions by Friday, June 11, 2021:

1. Please provide data requested below in weekly intervals between March 3, 2021, and May 28, 2021, on the Dundalk, Essex, Rosedale, Parkville, Middle River, and Towson Post Offices:
 - a. Overtime compensation data per post office for career staff as recorded in the Time and Attendance Control System (TACS);
 - b. The number of routes assigned, the number of vacant routes, and the number of vacant positions in each post office;
 - c. The current staffing levels and list of reverted positions at each post office.
2. What are the retention rates for career and non-career USPS employees in the Dundalk, Essex, Rosedale, Parkville, Middle River, and Towson post offices between March 3 and May 28, 2021?
3. What steps have been taken since USPS’s March 10, 2021, response to ensure 100 percent, on-time delivery?

I want to reiterate my dedication and commitment to USPS and the hard-working postal employees in my district. I strongly oppose any further downsizing measures that harm the postal service and Americans who rely on it. I look forward to your response and our continued work to fix USPS so that it can once again provide prompt, reliable and efficient services to the American people.

Sincerely,



C.A. Dutch Ruppertsberger
Member of Congress